

FIG. 1

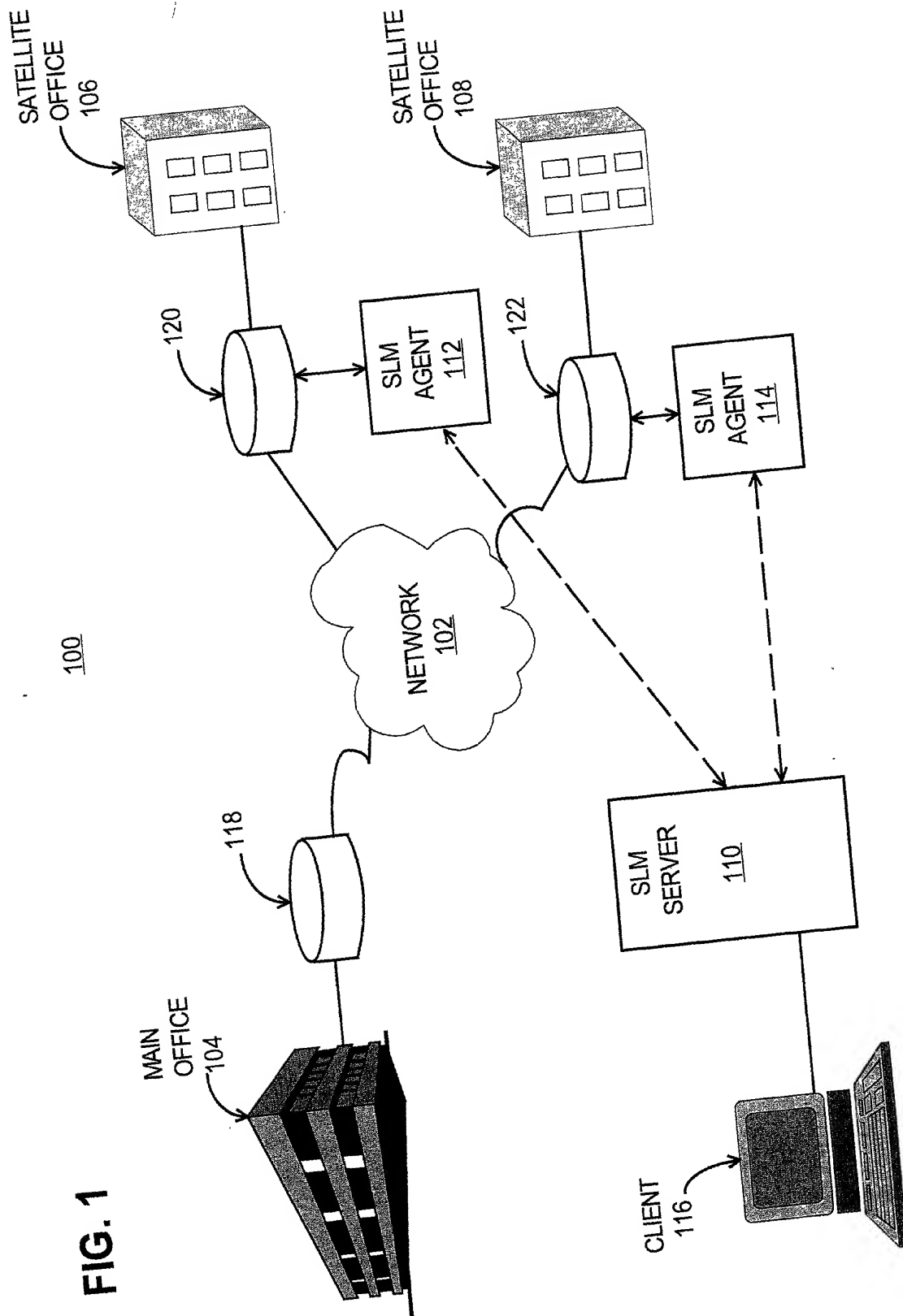


FIG. 2A

200

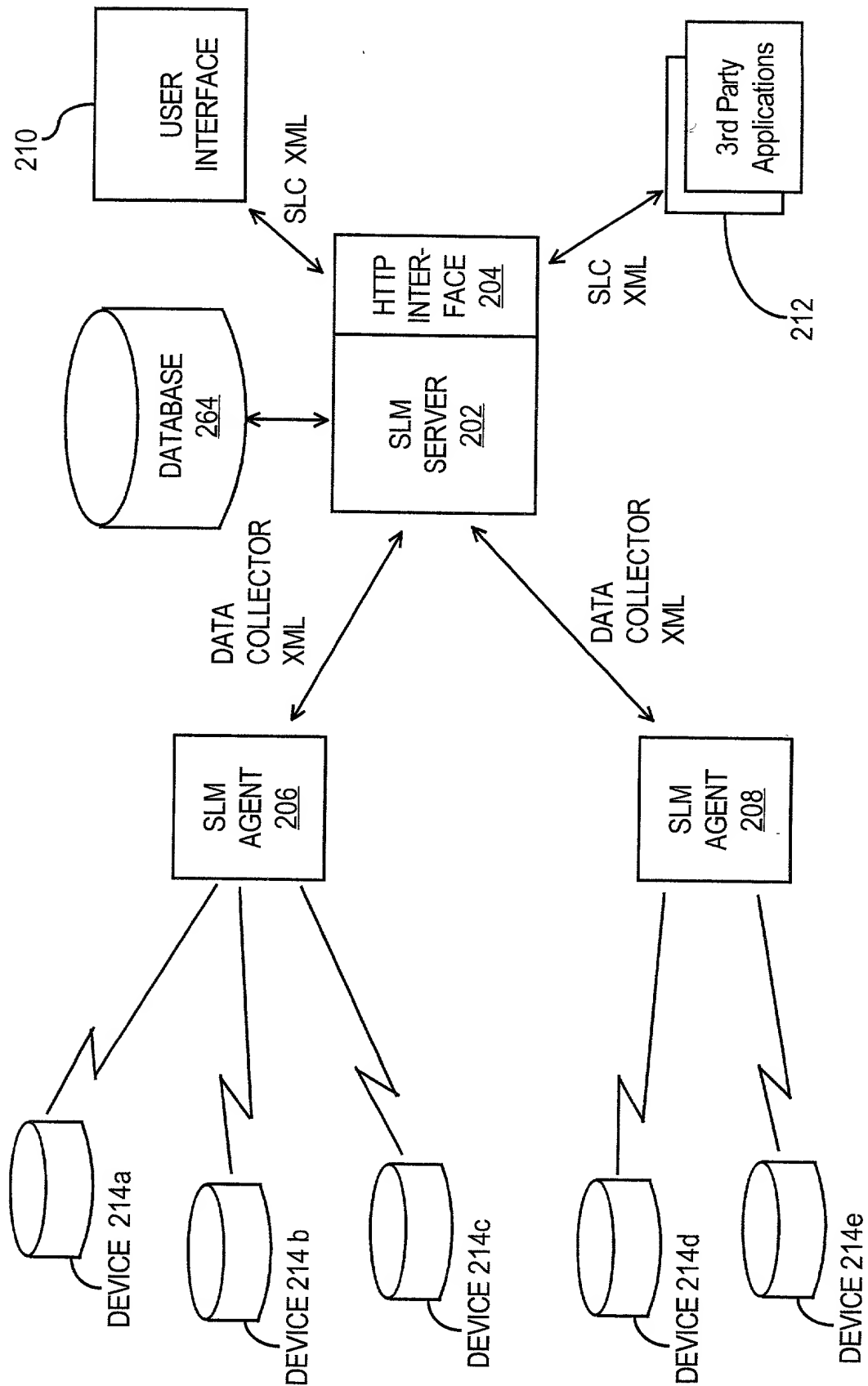


FIG. 2B

250

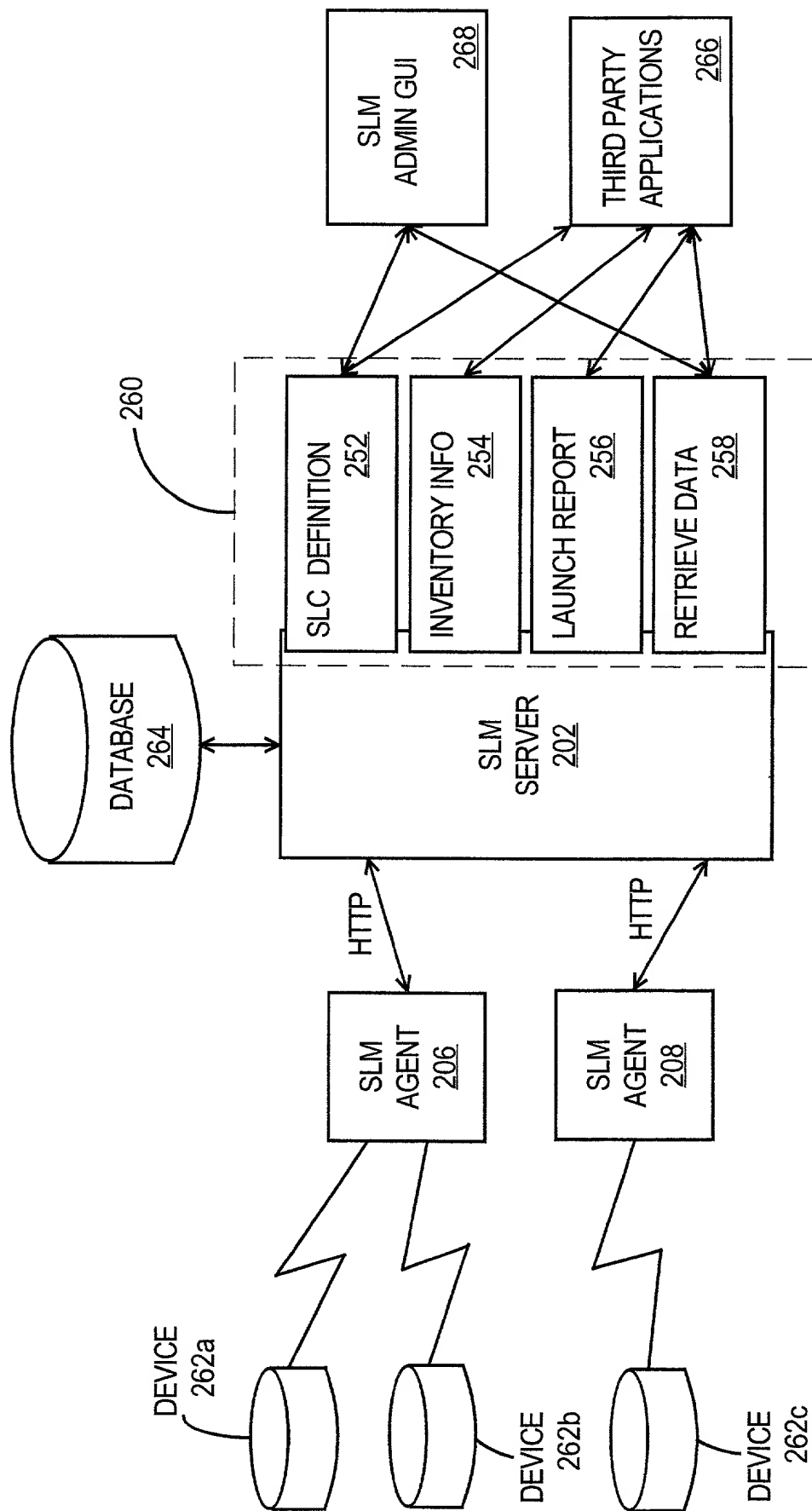


FIG. 3A

300

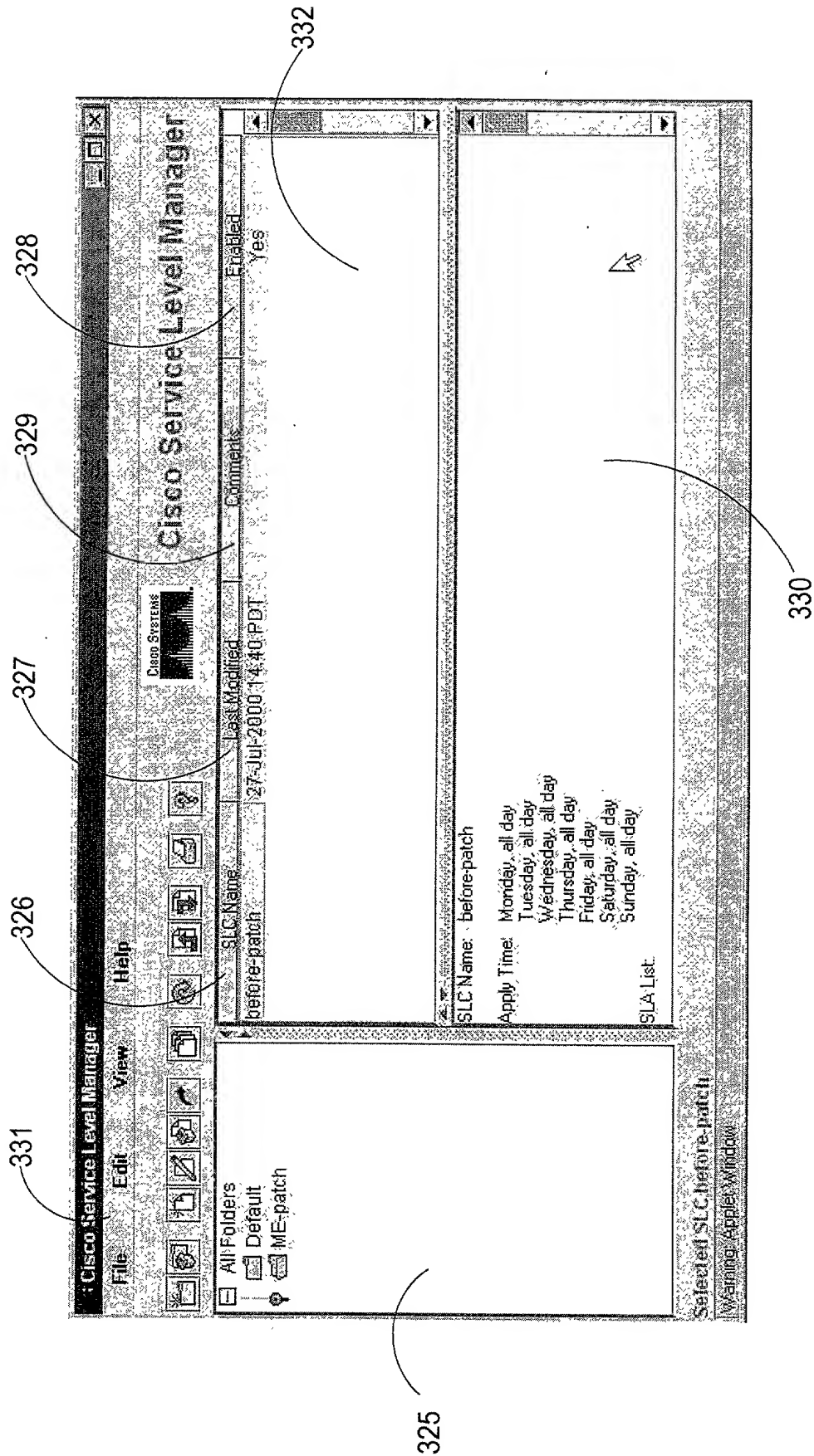


FIG. 3B

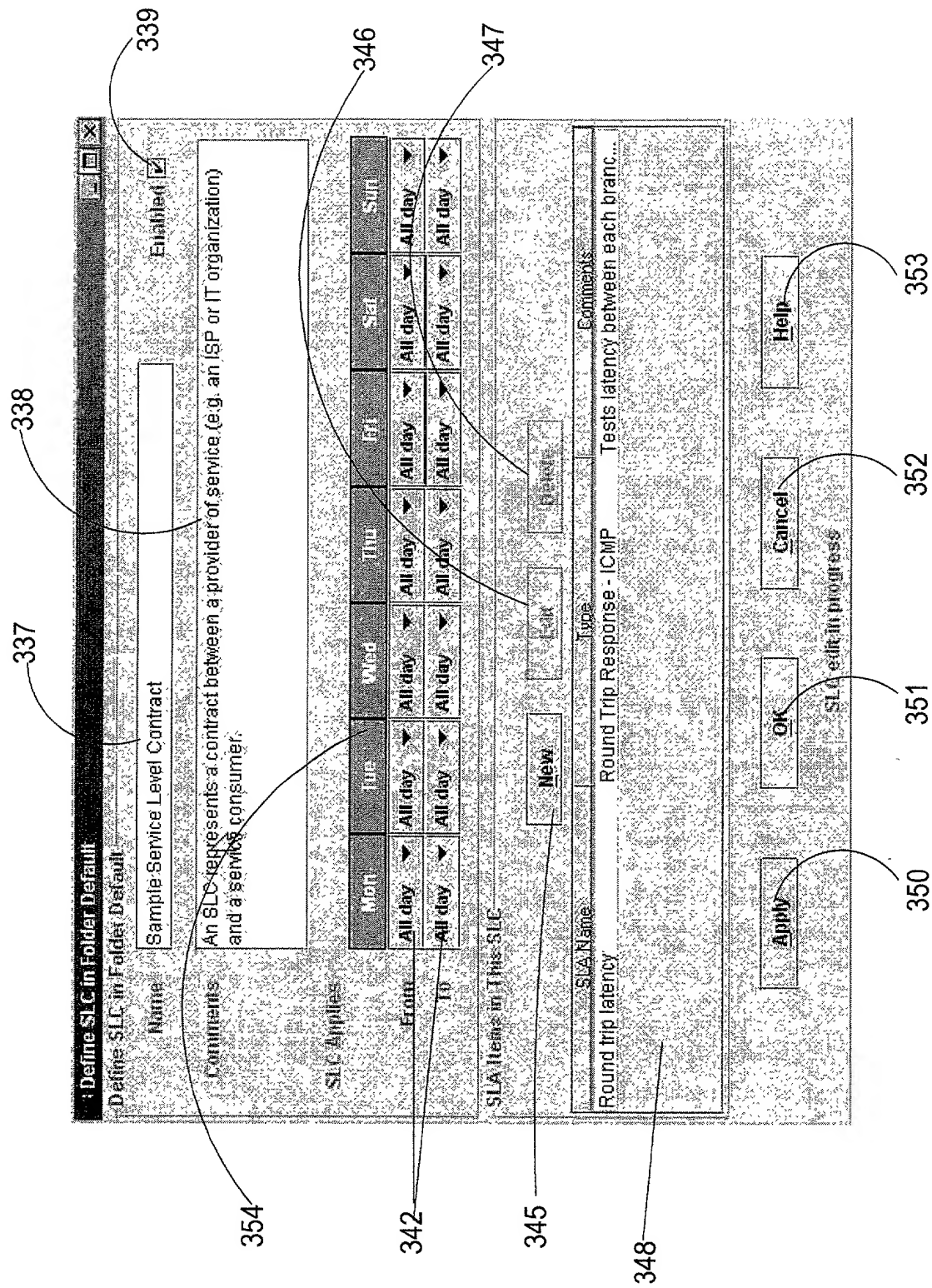


FIG. 3C

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Define SLA - Round-Trip Response

SLA Wizard

1. Define SLA Name

2. Select Device Pairs

3. Define Thresholds

Legend

Valid Data

Invalid Data

No Data

Define SLA

Name

Round trip latency

Comments

Tests latency between each branch office.

Sampling Interval

5 minutes

Round-Trip Response

(CMP Echo)

Payload Size

28

Type of Service

0

Back

Next

Cancel

Help

FIG. 3D

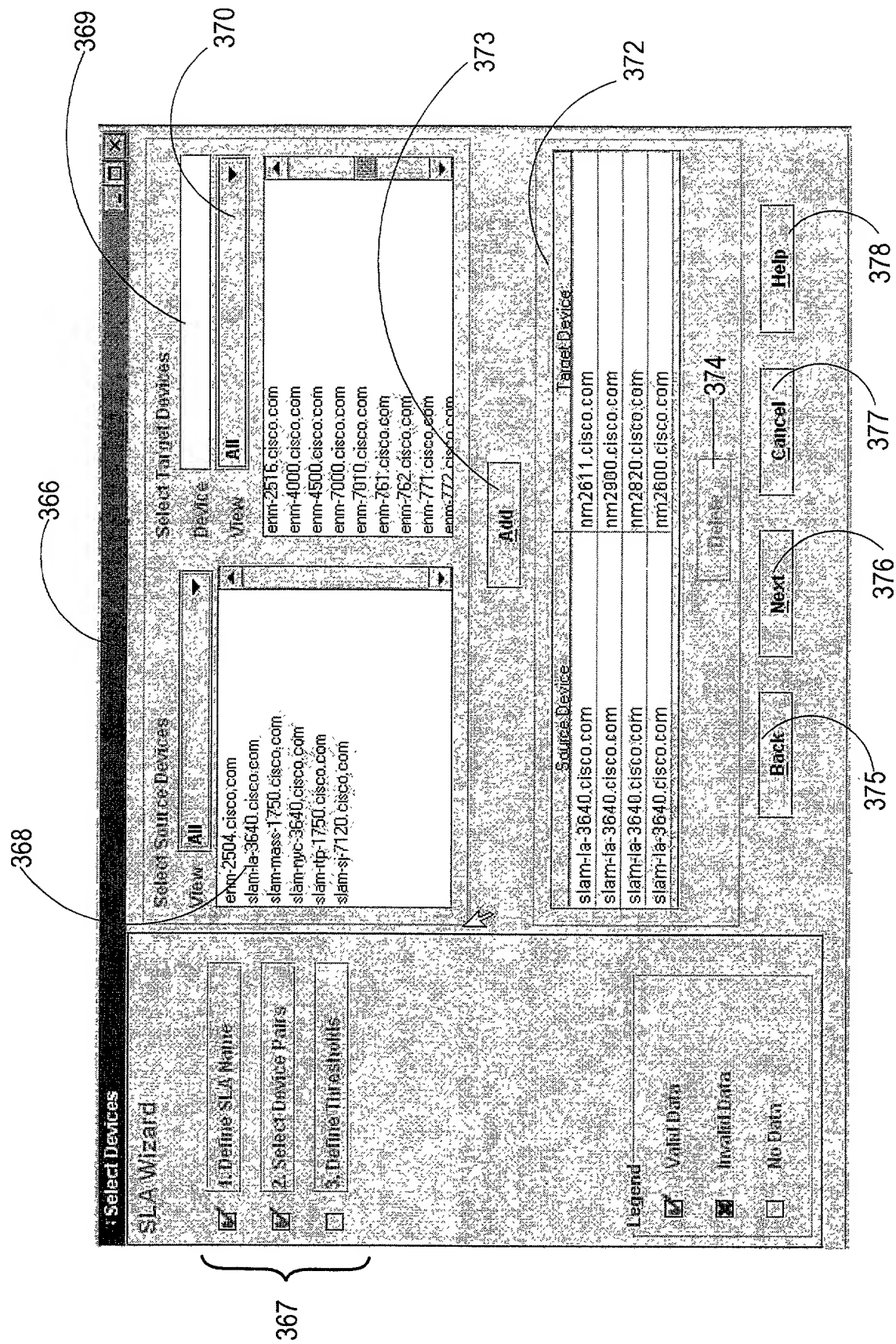
304

FIG. 3E

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Define Thresholds - Round-Trip Response & Network Services

SLA Wizard

☒ 1. Define SLA Name

☒ 2. Select Device Pairs

☒ 3. Define Thresholds

Legend

☒ Valid Data

☒ Invalid Data

☐ No Data

Apply Mon all day Tue all day Wed all day Thu all day Fri all day Sat all day Sun all day

Round-Trip Latency

Daily Threshold

Latency shall not exceed 200 milliseconds average per hour

Monthly Threshold

Latency shall not exceed 200 milliseconds average per day

Availability

Monthly Threshold

Daily average availability shall be at least 99.0 percent of a day

Yearly Threshold

Monthly average availability shall be at least 99.0 percent of a month

Back Finish Cancel Help

382

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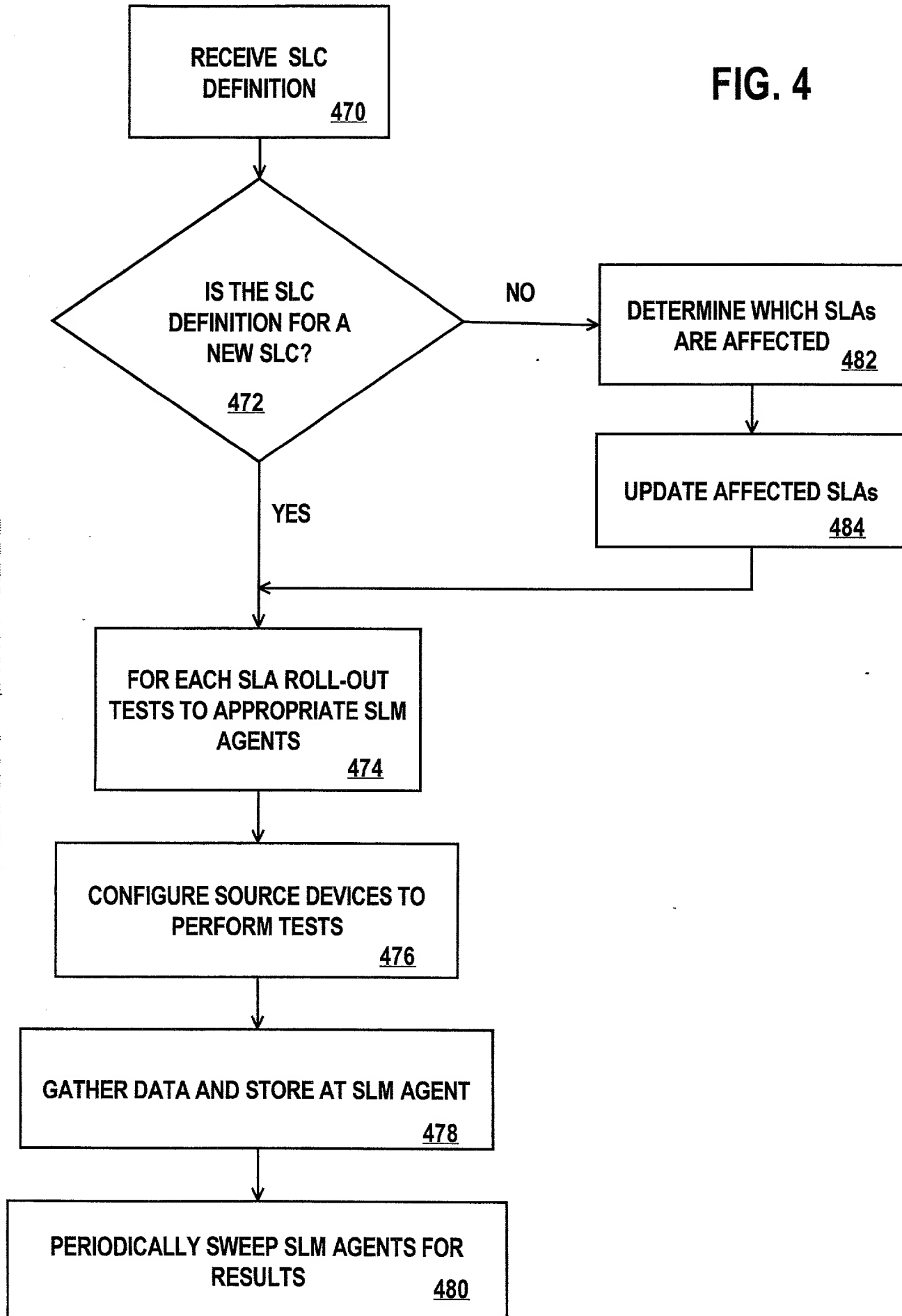
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FIG. 4



DocId: 3442460

FIG. 5A

500

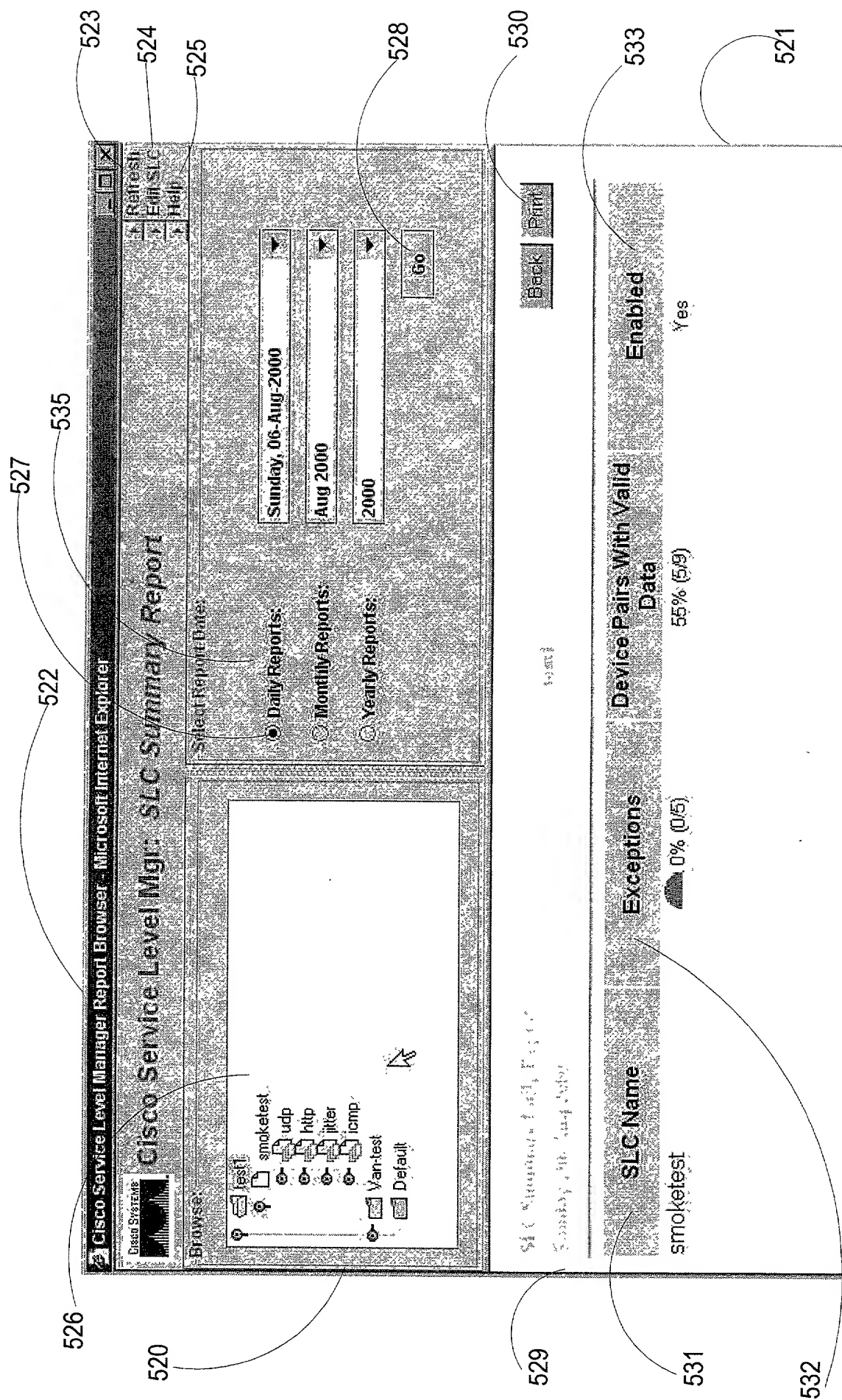


FIG. 5B

501

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Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

Refresh Edit SLC Help

Cisco Service Level Mgr: SLC Detailed Report

Browse

test1 smoke test udp http jitter icmp Vm-test Default

Select Report Date:

☒ Daily Reports: Sunday, 06-Aug-2000

☐ Monthly Reports: Aug 2000

☐ Yearly Reports: 2000

Go

Back Print

SLA	Exceptions
slam-nyc-3640.cisco.com-whew-u10	none
slam-nyc-3640.cisco.com-www.yahoo.com	no valid data.
slam-nyc-3640.cisco.com-www.ibm.com	no valid data.

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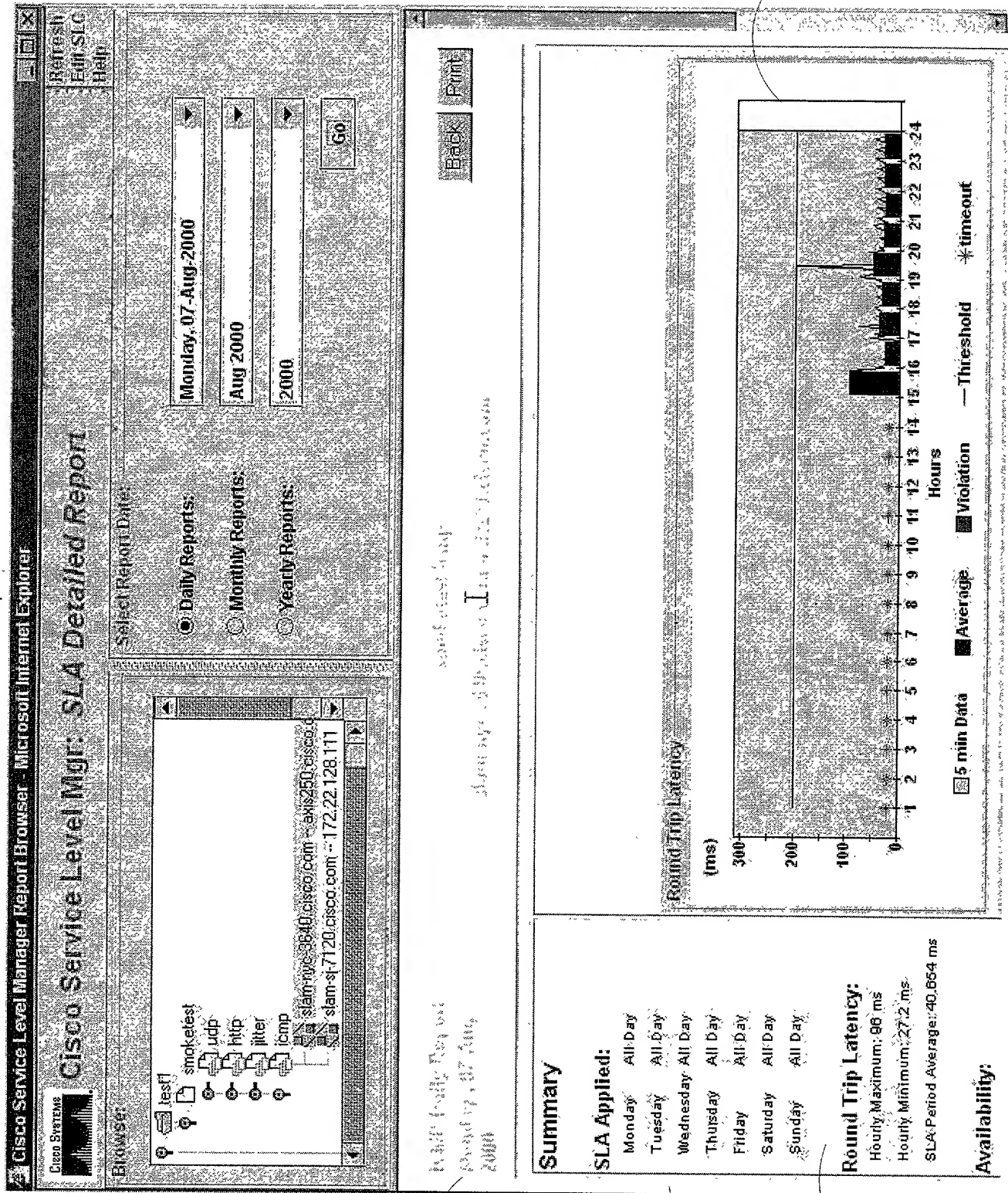
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FIG. 5D

DOCKET# 24482460

503



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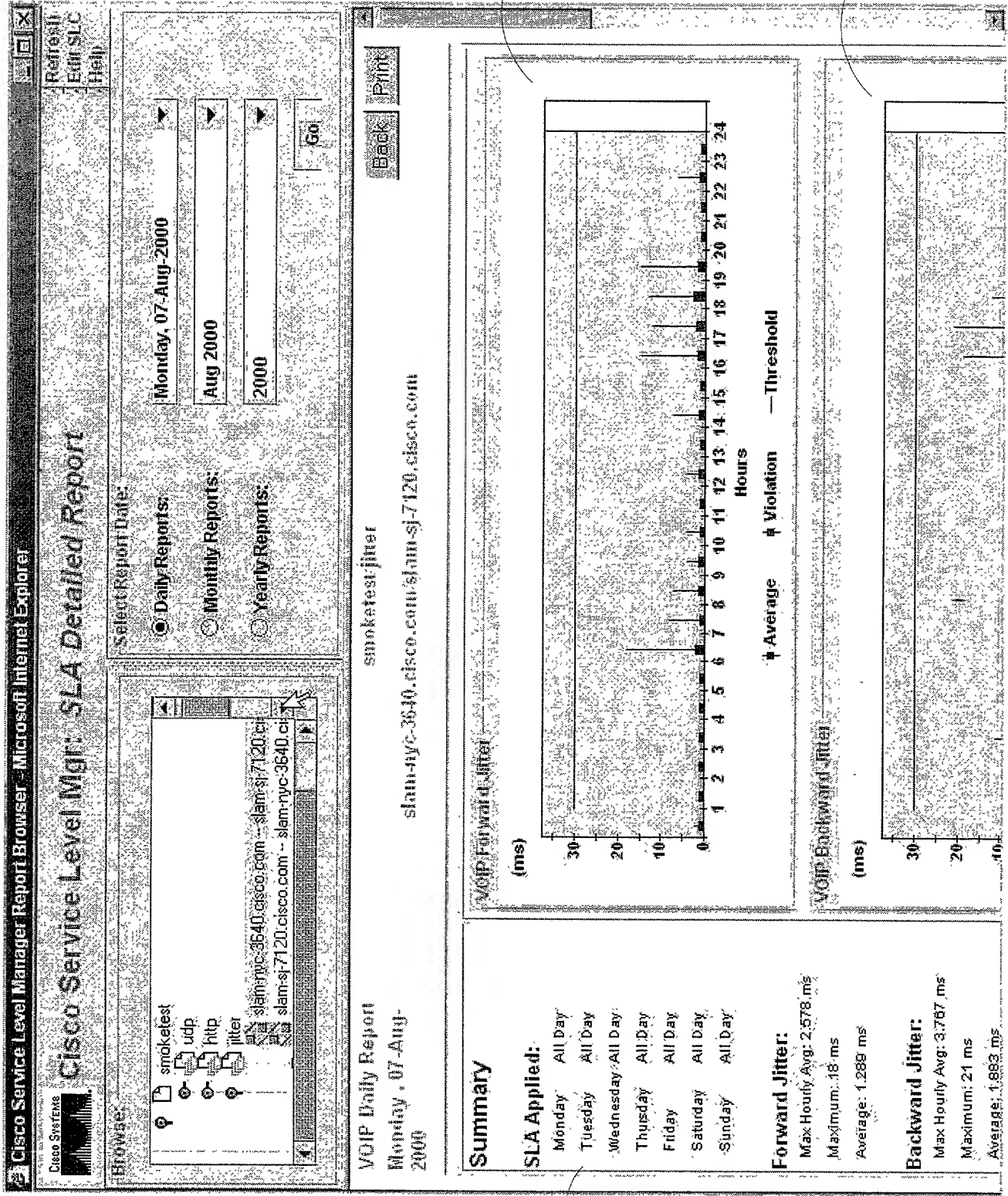
551

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554

FIG. 5E

506



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FIG. 6

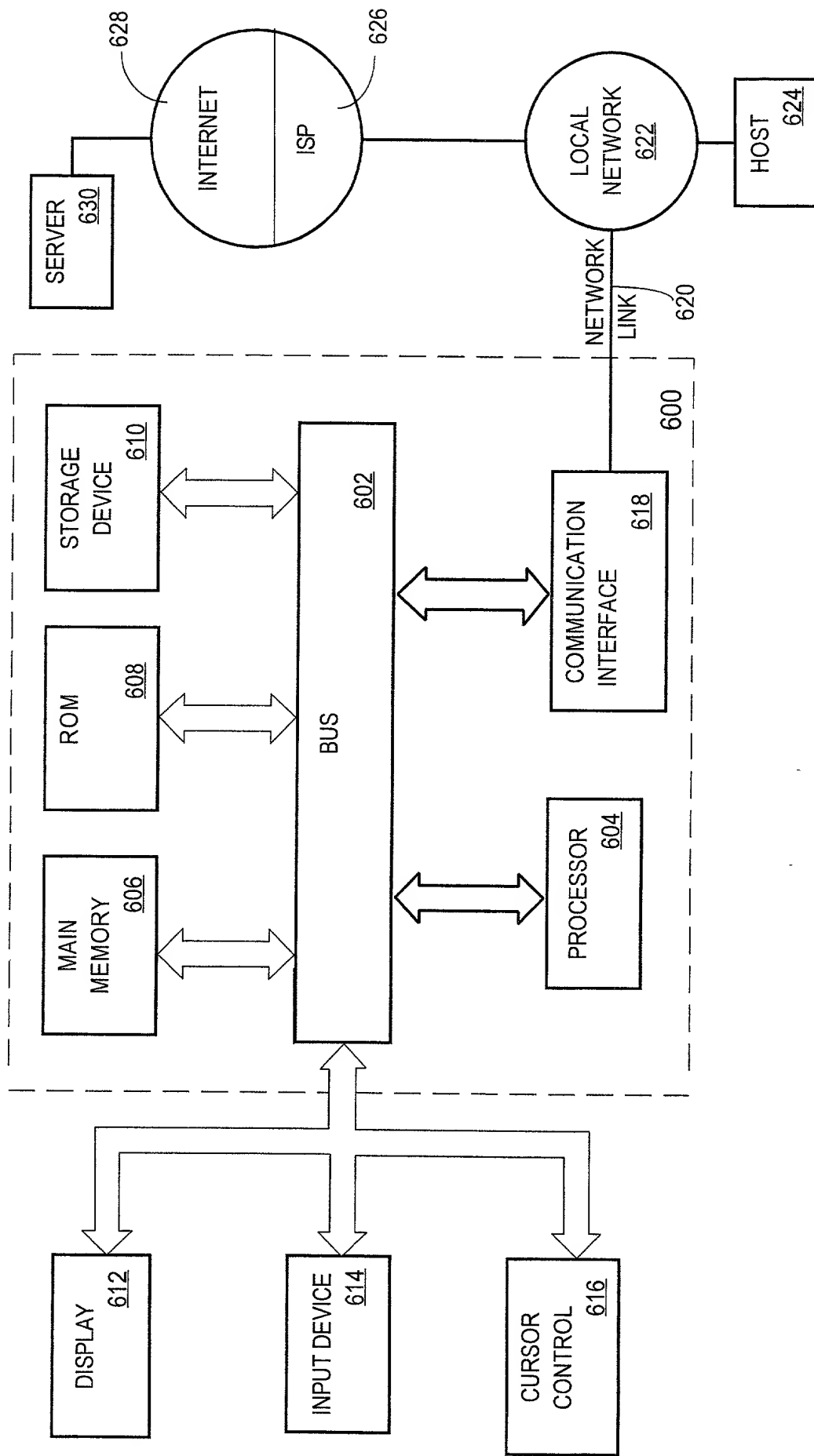


FIG. 7

